



Military Health System

# Health Care Reengineering



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## Teledermatology Improves Health Care and Customer Service in Western Pacific and Japan

**The Initiative:** Specialty and sub-specialty care is not immediately available at remote military treatment facilities and ships' medical departments in the Pacific. Telemedicine is a relatively new tool which can shrink distances between remote areas and U.S. Naval Hospital, Yokosuka, Japan, the largest military treatment facility on mainland Japan. To provide dermatology consults, each remote site is provided with a digital camera with macro capability, a tripod and a computer with software capable of sending high-quality images to the dermatologist.



Images are received, reviewed, responded to and archived for future reference, providing a better record of care given. This technology puts a virtual dermatologist on the ship or in the faraway clinic, providing the same standard of care to all beneficiaries, regardless of location.



**The Results:** The teledermatology program has reduced the need to medevac patients, increased access to specialty care, decreased the time required for specialty input and increased customer satisfaction. Consulting dermatologists also report the technology saves time and is more convenient. The hospital is planning to expand its telemedicine capabilities to teleorthopedics, telepathology and teleneuropsychiatry.

**Category:** Clinical-Access; **Reference** #99066.

## Radiology Digital Imaging

**The Initiative:** The Department of Radiology at Wilford Hall Medical Center has jumped into the future by initiating digital imaging for virtually all of its procedures. The new system uses a Picture Archiving and Communication System (PACS), which has essentially eliminated X-ray film. Using PACS, the image goes on the computer as it is taken and can be called up by any number of providers simultaneously. It can't be lost and it is available anywhere in the medical center.

**The Results:** Benefits realized include:

- Zero lost file rate
- Significant film and film development cost savings
- Increased accessibility of images to multiple providers
- Increased convenience to radiologists and residents reading images
- Immediate access to images in critical situations



**Category:** Clinical; **Reference** #99026.

## AMEDD Distance Learning



**The Initiative:** With approximately 70 percent of the Army budget being spent on people and training, maximizing training effectiveness is essential. Existing in-residence training classes typically do not cover an estimated 15 percent of all of the material that should be taught. In addition, more sustainment training is needed to achieve full medical readiness.

AMEDD reengineered training and education by implementing an aggressive distance learning program. Distance learning allows AMEDD staff to receive training without leaving their duty stations.



**The Results:**

- ✓ Improved quality and cost-effectiveness of education and training programs
- ✓ Increased access to education programs, including self-improvement and readiness training
- ✓ Reduced time away from families and units
- ✓ Saved money that would have been spent on temporary duty assignments

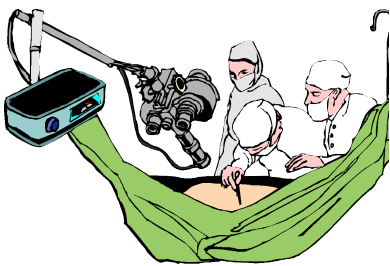
**Category:** Training & Education; **Reference** #99001.



## Telepathology Program

### **The Initiative:**

The Tri-service Armed Forces Institute of Pathology (AFIP) provides expert second-opinion diagnoses on difficult cases involving Department of Defense (DoD) personnel and their dependents. As part of continuous efforts to improve services, the Telemedicine Department of the AFIP was created. This department uses the Internet to link its staff of top pathologists to DoD and Department of Veterans Affairs customers and furnishes diagnoses to requesting pathologists, often within a matter of hours. Improved computer technology makes it easier for DoD pathologists to capture digitized images from microscopes and fixed cameras in the pathology suite.



**The Results:** Through the use of telepathology, staff can give a diagnosis more rapidly so treatment can begin. This fast connection between the pathologist in the field and the experts at the AFIP is helpful to the physician and reassuring to the patient.

**Category:** Clinical–Access;  
**Reference** #99072.

## Breast Cancer Awareness and Solutions Network Project



**The Initiative:** The incidence of breast cancer is steadily rising in the United States, but many women do not seek breast health evaluations. To combat this problem, Region 3 established a comprehensive education program that allows beneficiaries and providers to access the latest information on breast cancer care in the privacy of their homes through the Internet, or in a health care facility using interactive kiosks.

**The Results:** Information on routine care, breast self-exam, mammography, biopsy and cancer treatment options is packaged in an interactive digital package that can be distributed with multiple electronic formats. Sixteen facilities in the region have installed this program and are providing data to measure the effectiveness of this innovative concept.

**Category:** Training & Education; **Reference** #99005.

## What Is MHS Reengineering?

The Military Health System (MHS) defines reengineering as, “A spectrum of activities from incremental or continuous improvement to radical transformation that critically rethinks and redesigns products and service processes to achieve mission performance gains.” Reengineering improves quality of care and access to care, increases satisfaction of patients and staff, and decreases health care delivery costs.

## What are fact sheets?

People in the MHS share their innovative programs with the Health Care Reengineering (HCR) Program by submitting initiatives. We then summarize selected initiatives and results in fact sheets. One goal is to give MHS staff a sampling of how reengineering can help them and their customers. Another is to encourage the MHS staff to look on the HCR Web site for more initiatives.

## How can I get more information on initiatives?

We post initiatives on our Web site. You can download the complete submission, which also contains contact information for the initiative submitter. After surfing to the Reengineering Program’s home page, just go to “Innovations & Initiatives,” then follow the link to the “Abstracts.” Initiatives are organized by category and reference number.

## How can I share my initiatives?

Submissions from the field are critical to the success of the MHS and everyone in the MHS is encouraged to participate. Initiatives can be submitted via the World Wide Web, fax, e-mail and regular mail.

## How can I contact the HCR staff?

E-mail: [mhshcr@tma.osd.mil](mailto:mhshcr@tma.osd.mil)  
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